



Service Desk Informer

Providing Our Customers with Updates & Changes

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Don't want to call? Use our email
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JANUARY CLOSING IN R*STARS

The month of January will be closed in R-STARS on February 16. This means the last day for processing January accounting information will be on February 15. If you have any questions, please give us a call!



Some Navigation Tips

Sometimes it is good to be reminded of tips we may have forgotten. Maybe some of the ones below can be helpful.

Always use the **TAB** key to move from field to field in both **ADPICS** and **R*STARS**.

Use the **SHIFT TAB** to move from field to field in the reverse direction.

Use the **PLUS KEY** – located on your numeric keypad – to navigate vertically down a profile, table, or screen. This is a great time saver!

CTRL-E or the **END KEY** will delete all data from right of cursor in a specified field.

The **ESCAPE KEY** should be mapped to move you back one screen in ADPICS or one menu in R*STARS.

Neither **ADPICS** nor **R*STARS** are case sensitive. Therefore, it is not necessary to capitalize when typing data on the screens. All text is stored and displayed in UPPERCASE only.





Visit the Bulletin Board!

<http://www.dbm.state.md.us/bbs>

If you do not want to be on our mailing list, please email us – SERVDESK@dbm.state.md.us and type the following in the message body: unsubscribe newsletter

Function key **F3** allows you to **DELETE** an existing profile, record or unposted transaction or document. Remember, the system will ask for confirmation, so the **F3** key must be pressed again to confirm the delete.

Don't forget you now have the capability to toggle (or switch) between the **R*STARS 51 and 52 vendor screens by pressing the F4** function key on either of these screens.

Get in the habit of reading the **message bar** at the bottom of the screen on a regular basis. This **message bar** is located under the Function Key Descriptions.

F10 is your friend. Save Save Save!

If you need assistance in mapping your keyboard, please call the Service Desk and we will be glad to walk you through.

Did You Know....

We received over 24,000 calls in 2004.

Our current hours of operation are Monday through Friday from 7:00 am to 5:00 pm.

You can always call after hours and leave us a message! Just make sure we have your name, phone number and a brief description of the problem or question you are calling about.



You can email us your questions also. Send us your problem along with your name, phone number, Agency and any error message to SERVDESK@dbm.state.md.us

We will get back with you as soon as possible!

NOTE: If you send us an email and we don't respond, within 24 hours, chances are we did not receive your email. In today's cyber world, there may be times when the delivery of your email may be delayed or actually ends up in cyber space. If you have questions, please follow up with a phone call or another email. Remember, all emails **MUST** contain a subject line or they won't be delivered to us.